

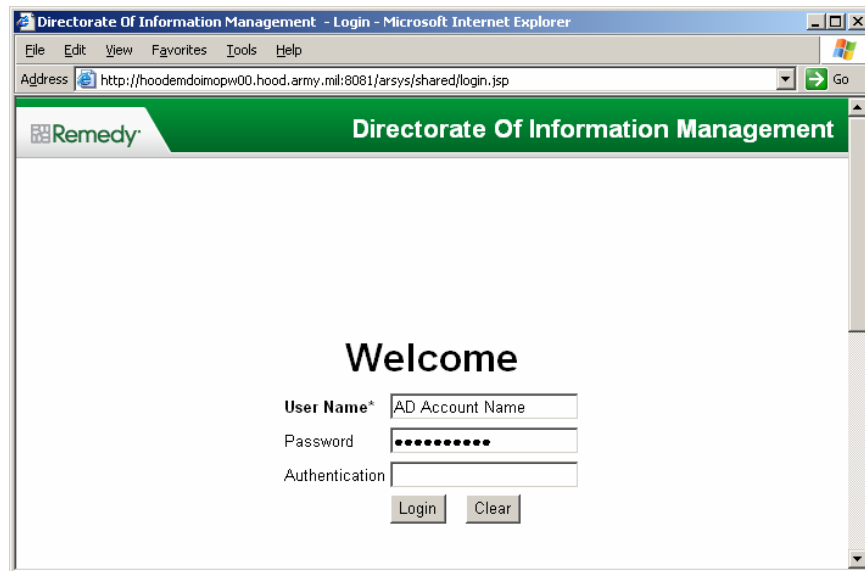
Access the Directorate of Information Management (DOIM) web page at:
<http://www.hood.army.mil/doim/>

- Click the “IASO/SA Remedy” link from the DOIM home page.



Enter your Active Directory NASW account and password.

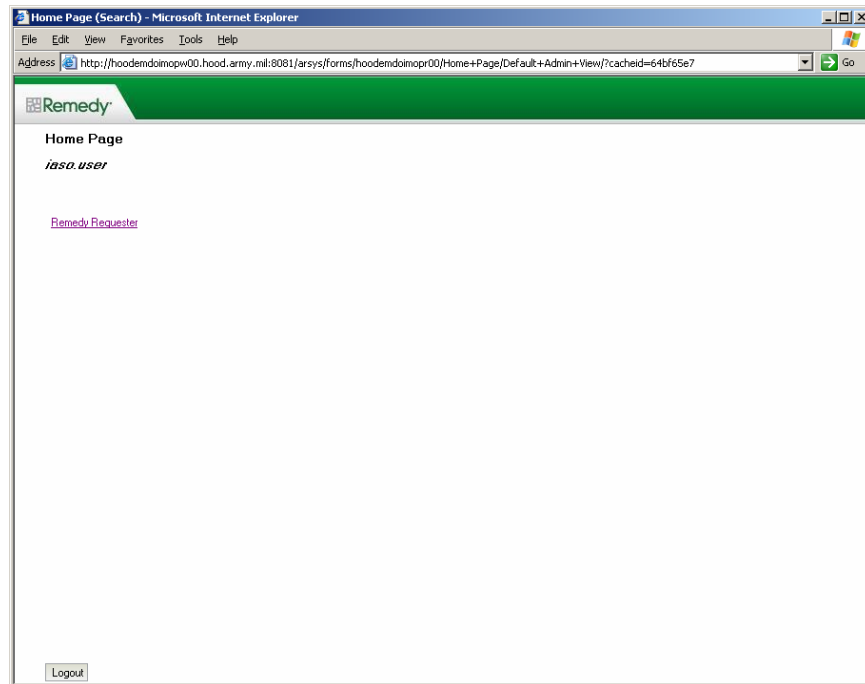
- Only authorized IASO/SA are permitted access to this request process.
- Register your IASO/SA status with the DOIM Information Assurance team.



The screenshot shows a web browser window titled "Directorate Of Information Management - Login - Microsoft Internet Explorer". The address bar displays the URL: `http://hoodemdoimopw00.hood.army.mil:8081/arsys/shared/login.jsp`. The page features a green header with the "Remedy" logo and the text "Directorate Of Information Management". The main content area has a large "Welcome" heading. Below this, there are three input fields: "User Name*" with the placeholder text "AD Account Name", "Password" with masked characters, and "Authentication". At the bottom of the form are two buttons: "Login" and "Clear".

Your Remedy “Home Page” will be displayed.

- You will be referred to as the Requester when completing Remedy forms or requesting status of your requests.
- Click on the “Remedy Requester” link.



Remedy's "IT Service Management Console" will be displayed.

- Any requests that you have submitted will be listed in the "My Requests" list.
- To submit a new request for a NASW Domain Account or an Exchange Mailbox, click the "New Request" quick link.

